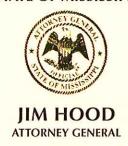
## STATE OF MISSISSIPPI



August 29, 2014

Ms. Cynthia Pantazis Senior Policy Manager Google Via email: <a href="mailto:cpantazis@google.com">cpantazis@google.com</a>

Re: Trusted Flagger Program

Dear Ms. Pantazis:

Thank you for allowing the Mississippi Attorney General's office to participate in the YouTube trusted flagger program. Our investigators worked through the trusted flagger program and have some suggested improvements.

- 1. When the trusted user flags a questionable video, it remains up and accessible on YouTube. YouTube should consider temporarily removing the video until it has been reviewed by YouTube staff.
- 2. When videos are flagged, no notice is given to the user if and when the video is removed. YouTube should consider giving the trusted user a status report when the video is flagged showing that the video will be reviewed by YouTube and, if the video is removed, the date and time of its removal.
- 3. As a companion to the trusted user program, YouTube should consider implementing a more comprehensive content evaluation process. An example of this could be dedication of resources for the development of content analysis software and/or additional personnel to review the content.

These are but a few suggestions that Google can implement to make YouTube a safer place for consumers. Please provide feedback on these suggestions to Special Assistant Attorney General Blake Bee at <a href="mailto:blee@ago.state.ms.us">blee@ago.state.ms.us</a> and Special

Assistant Attorney General Mary Jo Woods at <a href="mwood@ago.state.ms.us.">mwood@ago.state.ms.us.</a>
Sincerely yours,

Jim Hood

Attorney General

Cc. Kent Walker

c/o Pamela Howell phowell@google.com